David W. Rolka
President
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www.r-l-s-a.com

FEIN: 30-0410008

June 23, 2010

Re: TRS Consumer Complaint Log Summaries
     June 1, 2009 through May 31, 2010
     CG DOCKET NO. 03-123
     DA NO. 09-1318

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Ms. Dortch:

On behalf of The Public Service Commission of the District of Columbia, I respectfully submit this TRS Consumer Complaint Log Summary in connection with the provisioning of Telecommunication Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the time period June 1, 2009 through May 31, 2010.

Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Public Service Commission of the District of Columbia to provide Telecommunications Relay Service to the District of Columbia. Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours.

The Public Service Commission of the District of Columbia certifies that there was a total of 5 complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules for the time period June 1, 2009 through May 31, 2010.

As was done for the prior submission, Hamilton Relay will compile and submit the requested data regarding the total number of interstate relay calls by type of TRS to the FCC under protective seal as a confidential filing.

Please feel free to contact me at 717-231-6661 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

State Contact Information:

Pursuant to 47 C.F.R. §64.604(c)(2) we advise the FCC that the currently posted information on the FCC website regarding the name and address of the state office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent are correct as follows:

Linda Jordan,

Office of Consumer Services, Public Service Commission of the District of Columbia
1333 H Street, NW, West Tower, 9th Floor, Washington, DC 20005
Telephone numbers: voice 202-626-5120; Fax 202-626-9210
E-mail ljordan@psc.dc.gov; web site http:/www.dcpsc.org
Mail to Office of Consumer Services, Public Service Commission of the District of Columbia

If you have any questions regarding the District of Columbia contact, please feel free to contact me at 717-231-6661 or Ms. Ellen Brown at 202-626-5146.

Substantive Program changes:

By letter dated August 21, 2008 pursuant to the FCC's requirements set forth in 47 C.F.R. §64.606(f)(1) the Public Service Commission of the District of Columbia notified the Federal Communication Commission of the change in service provider, effective July 13, 2008, from GoAmerica Communications Corporation to Hamilton Relay, Inc., and certified that the program continues to meet federal minimum standards. There were no substantive program changes during 2009, and Hamilton Relay, Inc. continues to be the service provider. If you have any questions regarding the change of service provider, please feel free to contact me at 717-231-6661 or Ms. Ellen Brown at 202-626-5146.

Sincerely,

David Rolka,
Administrator DCUSTF

enc: TRS Consumer Complaint Log Summary
cc: E. Brown, & L. Jordan for DC Public Service Commission
    B. Slough, for Hamilton Relay

District of Columbia Relay 2010 FCC Complaint Report
6/1/09   to   5/31/10

Technical Complaints--Miscellaneous

Customer stated they were unable to place calls through the relay.

Inquire Date 8/27/2009
Record ID 12840
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 8/27/2009
Resolution Date 8/27/2009

Customer Service discovered customer was using an incorrect number and provided the 711 and 800 numbers to access the relay. Customer understood.

Technical Complaints--Miscellaneous

Customer stated they have been unable to reach DC Relay, when dialing through the relay.

Inquire Date 4/22/2010
Record ID 13468
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 4/22/2010
Resolution Date 4/22/2010

Customer Service discovered that the telephone number the customer was dialing was not the relay access number. Customer was provided the correct relay numbers and was able to successfully place a call. Customer was satisfied.

CapTel--Complaints

Dialing/Setup - Dialing Prefix.

Inquire Date 6/2/2009
Record ID 122051
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 6/2/2009
Resolution 6/2/2009

Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

CapTel--Complaints

Dialing/Setup - Dialing Prefix.

Inquire Date 3/3/2010
Record ID 171532
Call Taken By CTI
CA Number
Responded By M.F.
Response Date 3/3/2010
Resolution 3/3/2010

Customer was unable to make outgoing captioned calls. After customer removed mistaken dialing prefix programmed in menu of the CapTel, the customer's experience was resolved.

CapTel--Complaints

Inquire Date 5/19/2010
Record ID 184357
Call Taken By CTI
CA Number
Responded By J.L.
Response Date 5/19/2010
Resolution 5/19/2010

Dial Tone - Not heard.

Customer's daughter reported no dial tone heard on the CapTel. CSR advised customer's daughter to perform a physical reset. Confirmed this resolved issue.

District of Columbia
TRS Consumer Complaint Log Summary
June 2009 - May 2010

Call Breakdown;	
8	General Information:
3	Equipment Related:
8	Customer Profile:
0	Outreach
0	Service Issues:
0	Long distance Billing Issues:
0	Calling Card Issues
1	Use of Specific Features:
0	Technical Issues:
1	Technical Complaints:
0	External Complaints:
3	Compliments:
Total: 24	

		2009						2010				
General Information:		June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
4	Explanation of Relay/Phone Numbers	0	0	1	0	0	0	0	0	0	0	3	0
0	Wrong Number/Hang Up	0	0	0	0	0	0	0	0	0	0	0	0
0	Request Telephone Service	0	0	0	0	0	0	0	0	0	0	0	0
0	Directory Assistance	0	0	0	0	0	0	0	0	0	0	0	0
0	Relay Info/Brochures/Materials	0	0	0	0	0	0	0	0	0	0	0	0
1	Deaf/HOH/Speech Disabled/Spanish Serivces	0	0	0	0	0	0	0	1	0	0	0	0
0	Request Other Relay Number	0	0	0	0	0	0	0	0	0	0	0	0
2	Miscellaneous	0	0	0	0	0	0	0	0	0	0	1	1
0	Request other States Relay Number	0	0	0	0	0	0	0	0	0	0	0	0
0	Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0
0	STS/Info Brochures/Materials/Explanation	0	0	0	0	0	0	0	0	0	0	0	0
0	Spanish	0	0	0	0	0	0	0	0	0	0	0	0
0	Interpreter Requested	0	0	0	0	0	0	0	0	0	0	0	0
0	International Access Number	0	0	0	0	0	0	0	0	0	0	0	0
0	Customer Service Number on Caller ID	0	0	0	0	0	0	0	0	0	0	0	0
1	How to Place/Receive Relay Call	0	0	1	0	0	0	0	0	0	0	0	0
Total: 8													

Equipment Related:													
1	Request Information on Equipment Resources	0	0	0	0	1	0	0	0	0	0	0	0
0	Request Inforamtion on Equipment Procedures	0	0	0	0	0	0	0	0	0	0	0	0
1	Technical Issue with Customer Equipment	0	1	0	0	0	0	0	0	0	0	0	0
1	Test Customers Equipment or Devices	0	0	0	0	0	0	0	0	0	0	1	0
0	Placing Order for New Equipment	0	0	0	0	0	0	0	0	0	0	0	0
0	Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0
0	Request for Catalog	0	0	0	0	0	0	0	0	0	0	0	0
Total: 3													

Customer Profile:													
6	Update/Change	2	1	0	0	1	0	1	0	1	0	0	0
1	Set Up	0	0	0	0	0	0	0	0	1	0	0	0
0	Clarification	0	0	0	0	0	0	0	0	0	0	0	0
1	Miscellaneous	0	0	0	0	0	0	0	0	0	1	0	0
Total: 8													

Prepared for the District of Columbia
by Rolka Loube Saltzer Associates

District of Columbia
TRS Consumer Complaint Log Summary
June 2009 - May 2010

Outreach

		June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
0	Presentation Requests	0	0	0	0	0	0	0	0	0	0	0	0
0	Exhibit	0	0	0	0	0	0	0	0	0	0	0	0
0	Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0
0	CapTel	0	0	0	0	0	0	0	0	0	0	0	0
0	Home Visit	0	0	0	0	0	0	0	0	0	0	0	0
Total:	**0**												

Service Issues:

		June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
0	CA accuracy/spelling/verbatim	0	0	0	0	0	0	0	0	0	0	0	0
0	CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0
0	Customer Dislikes Policy/procedure	0	0	0	0	0	0	0	0	0	0	0	0
0	CA hung up on caller	0	0	0	0	0	0	0	0	0	0	0	0
0	Did Not Follow Instructions	0	0	0	0	0	0	0	0	0	0	0	0
0	Did nnot Follow Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0
0	CA Did Not Keep User Informed	0	0	0	0	0	0	0	0	0	0	0	0
0	Poor Vocal Clarity	0	0	0	0	0	0	0	0	0	0	0	0
0	Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0
0	CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0
0	Improper use of Call Release\CA Rude	0	0	0	0	0	0	0	0	0	0	0	0
0	Spanish to Spanish call Handling	0	0	0	0	0	0	0	0	0	0	0	0
0	Fraudlenet/Harassment Calls	0	0	0	0	0	0	0	0	0	0	0	0
Total:	**0**												

	2009							2010				
June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May

Long distance Billing Issues:

		June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
0	Long Distance / Billing Issues	0	0	0	0	0	0	0	0	0	0	0	0
Total:	**0**												

Calling Card Issues

		June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
0	General Information	0	0	0	0	0	0	0	0	0	0	0	0
Total:	**0**												

Use of Specific Features:

		June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
0	VCO	0	0	0	0	0	0	0	0	0	0	0	0
0	2-line VCO	0	0	0	0	0	0	0	0	0	0	0	0
0	HCO	0	0	0	0	0	0	0	0	0	0	0	0
0	Speech to speech	0	0	0	0	0	0	0	0	0	0	0	0
0	Spanish	0	0	0	0	0	0	0	0	0	0	0	0
1	Miscellaneous	0	0	0	0	0	0	0	0	0	0	1	0
Total:	**1**												

Technical Issues:

		June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
0	Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0
0	711 problems	0	0	0	0	0	0	0	0	0	0	0	0
0	Garbling	0	0	0	0	0	0	0	0	0	0	0	0
0	VCO	0	0	0	0	0	0	0	0	0	0	0	0
Total:	**0**												

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District of Columbia
TRS Consumer Complaint Log Summary
June 2009 - May 2010

Technical Complaints:

0	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0
0	Garbling	0	0	0	0	0	0	0	0	0	0	0	0
0	711 problems	0	0	0	0	0	0	0	0	0	0	0	0
0	Carrier of Choice not Available	0	0	0	0	0	0	0	0	0	0	0	0
0	Connect time (TTY/Voice)	0	0	0	0	0	0	0	0	0	0	0	0
1	Miscellaneous	0	0	1	0	0	0	0	0	0	0	0	0
0	Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0

Total: 1

External Complaints:

0	External Complaints - Miscellaneous	0	0	0	0	0	0	0	0	0	0	0	0

Total: 0

Compliments:

3	CA Praise	0	2	0	1	0	0	0	0	0	0	0	0
0	CS Staff	0	0	0	0	0	0	0	0	0	0	0	0

Total: 3

CapTel Availability:

0	Availability
0	Miscellaneous

Total: 0

Total Calls by Call Type

10	TTY	2	2	1	0	1	0	1	0	1	0	1	1
11	Voice	0	2	2	0	1	0	0	1	0	1	4	0
0	Computer/ASCII	0	0	0	0	0	0	0	0	0	0	0	0
0	Internet	0	0	0	0	0	0	0	0	0	0	0	0
0	Email	0	0	0	0	0	0	0	0	0	0	0	0
0	In Person	0	0	0	0	0	0	0	0	0	0	0	0
0	HCO	0	0	0	0	0	0	0	0	0	0	0	0
4	VCO	0	0	0	1	0	0	0	0	1	0	2	0
0	VRS	0	0	0	0	0	0	0	0	0	0	0	0
0	Videophone	0	0	0	0	0	0	0	0	0	0	0	0
0	Fax	0	0	0	0	0	0	0	0	0	0	0	0

Total: 25